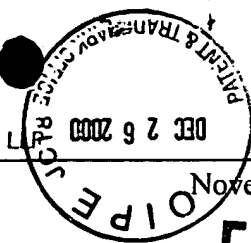


STANDLEY & GILCREST

Attorneys and Counselors at Law



November 17, 2000

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RE: U.S. Patent Application Serial No. 09/593,795
Entitled: METHOD AND SYSTEM FOR PROCESSING
TELEPHONE CALLS BY IVR
Filed: June 14, 2000
Group Art Unit: 2722
Inventors: Hassan Pirasteh; John Garrow;
Shelly Grossmith and Khadim Hussain
Our reference: CON1246-076

CERTIFICATE OF MAILING UNDER 37 C.F.R. §1.8 (A)

Date of Deposit: ~~November~~ December 21, 2000

I hereby certify that this correspondence is being deposited with the U.S. Postal Service with sufficient postage as first-class mail in an envelope addressed to Office of Initial Patent Examination's Customer Service Center, Assistant Secretary and Commissioner of Patent and Trademarks, Washington, D.C. 20231.

Sheri L. Burke
Sheri L. Burke

Dear Sir:

Applicant's undersigned attorney has noted the following errors in the Official Filing Receipt for the above-identified application:

1. Please insert the following under the caption entitled "Applicants":
--- Shelly Grossmith and Khadim Hussain ---

A copy of the Official Filing Receipt is enclosed herewith and the changes as detailed above have been made to this copy.

Respectfully submitted,

Jeffrey S. Standley

Jeffrey S. Standley

Registration No. 34,021

Standley & Gilcrest LLP

495 Metro Place South, Suite 210

Dublin, Ohio 43017

Attorneys for Applicant

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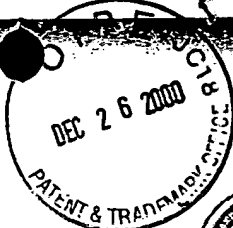
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APPLICATION NUMBER	FILING DATE	GRP ART UNIT	FIL FEE REC'D	ATTY. DOCKET NO	DRAWINGS	TOT CLAIMS	IND CLAIMS
09/593,795	06/14/2000	2722	816	CON1246-076	3		

Jeffrey S Standley
Standley & Gilcrest LLP
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Receipt is acknowledged of this nonprovisional Patent Application. It will be considered in its order and you will be notified as to the results of the examination. Be sure to provide the U.S. APPLICATION NUMBER, FILING DATE, NAME OF APPLICANT, and TITLE OF INVENTION when inquiring about this application. Fees transmitted by check or draft are subject to collection. Please verify the accuracy of the data presented on this receipt. If an error is noted on this Filing Receipt, please write to the Office of Initial Patent Examination's Customer Service Center. Please provide a copy of this Filing Receipt with the changes noted thereon. If you received a "Notice to File Missing Parts" for this application, please submit any corrections to this Filing Receipt with your reply to the Notice. When the PTO processes the reply to the Notice, the PTO will generate another Filing Receipt incorporating the requested corrections (if appropriate).

Applicant(s)

Hassan Pirasteh, Jacksonville, FL ;
John Garrow, Residence Not Provided;
Shelly Grossmith, Jacksonville, FL
Khadim Hussain, Jacksonville, FL

Continuing Data as Claimed by Applicant

Foreign Applications

If Required, Foreign Filing License Granted 08/16/2000

Title

Method and system for processing telephone calls by IVR

Preliminary Class

379

Data entry by : BROWN, ROSCOE

Team : OIPE

Date: 08/16/2000



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Received for Docketing
Date: 8/21/00